

United States Postal Service®

# INDUSTRY ALERT

**WASHINGTON** – Appointments are now available for mailers and shippers interested in scheduling personal time at the Consultation Center of the National Postal Forum (NPF). Customers can receive expert advice from postal representatives on questions ranging from the RIBBS redesign, optimal mailpiece design to pricing and international commerce best practices.

The Consultation Center is open March 21 – March 23, 2016 at the Gaylord Opryland Convention Center, Nashville, TN. Specific hours are listed below. Highlights include:

**Global Business:** Postal experts will be available to discuss Global eCommerce Solutions and Global Direct Entry & Returns.

**Mailpiece Design Analyst:** Mailers are encouraged to bring their mailpieces and to schedule appointments in advance with Mailpiece Design Analysts (MDA) to receive hands-on technical assistance to ensure that their mailpieces meet discount eligibility requirements.

**Business Service Network:** Representatives from the Business Service Network (BSN) - a dedicated national network that provides service support to qualifying Postal business customers – will be on-hand to answer and help customers with service-related issues.

**Pricing and Classification Service Center/Product Classification:** Representatives will be on-hand to talk to customers about all classification subject matter including Nonprofit STD Mail Piece Eligibility (Including Political/Election Mail); Nonprofit and Periodicals Applications; Intelligent Mail Barcodes; Folded Self-Mailers & Booklets; Periodicals Content Eligibility; FCM vs. STD; Appeals; National Customer Support Rulings; Hazardous/Restricted/Perishable Mailings; and Postal Explorer.

**Mail Entry and Payment Technology:** Representatives will help you and your company understand how to read and analyze data available on Mailer Scorecards and how to benefit from Full Service, eInduction and Seamless Acceptance. In addition, this group is interested in hearing your feedback and ideas on ways to improve communicating industry changes. Your thoughts on the preliminary redesign of the RIBBS website (<https://ribbs.usps.gov>) are welcome. A demonstration of the proposed new RIBBS site will be available during consultation hours.

Other consultation groups include **New Products and Innovation**, the **National Customer Support Center** and opportunities to learn about our certification programs offered at the **National Center for Employee Development**: Executive Mail Center Manager (**EMCM**), Mailpiece Design Professionals (**MDP**) and Certified Direct Mail Professionals (**CDMP**).

The Consultation Center will be open Monday, March 21, 2016, 9:30 a.m. – 4 p.m.; Tuesday, 9:30 a.m. to 2 p.m. and Wednesday from 9 a.m. to noon. The booth number is **542 in the Ryman Exhibit Hall, Level 0**.

Drop in visits are welcome, but appointments are encouraged. To schedule your appointment today, email [Verdonna.Hudson@usps.gov](mailto:Verdonna.Hudson@usps.gov).

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